

Guide for the BDMA Level 1 Technician Online Examination

Examination

The examination is based entirely on the syllabus published on the BDMA website, www.bdma.org.uk. Any other training courses or material will support your performance in the exam but it is recommended that you study the syllabus as widely as possible.

Examination structure

The time allowed to complete the examination is 3 hours. The test is made up of a combination of multiple-choice questions (MCQs) and written assignments.

The MCQs are worth 1 mark each and the marks for each written assignment are shown on each question. Note that there is only one correct answer for each MCQ.

The paper is split into 4 sections:

Core	General	Fire	Water
21%	25%	25%	29%

To pass the exam the candidate must achieve a pass rate of **60% in each section**.

The overall pass mark for the examination is 65%.

The number of questions and total marks for each section is broken down below.

Core Section	No. of MCQ's	No. of Written	Available Marks
Complaints	5	0	5
Customer Service	3	0	3
Ethics	3	0	3
Health & Safety	9	3	29
Insurance Policies & Conditions	8	0	8
Totals	28	3	48

General Section	No. of MCQ's	No. of Written	Available Marks
Buildings – Electrical Wiring	3	0	3
HVAC & Plumbing systems	4	0	4
Buildings - Structural systems	6	1	12
Damage Limitation	3	1	9
Cleaning & Restoration	6	1	12

Transportation & Packing	2	0	2
Chemicals	4	0	4
Equipment & Tools	4	0	4
Odour control	8	0	8
Totals	40	3	58

Fire Section	No. of MCQ's	No. of Written	Available Marks
Damage Limitation	17	1	25
Furniture, Carpets & Upholstery	3	0	3
Surveying - Chloride testing	4	0	4
Fire, smoke and soot	6	2	26
Totals	30	3	58

Water Section	No. of MCQ's	No. of Written	Available Marks
Damage limitation	13	0	13
Drying equipment	2	1	10
Moisture measuring	5	1	17
Water behaviour	2	1	14
Building drying	1	0	1
Microbiological Contamination	2	0	2
Microbiology and Water	2	1	8
Pyschrometry	4	0	4
Totals	31	4	69

Training

The BDMA: Core Damage Management – Technician & Claims Practitioner (Instructor led Training)

The BDMA e-Academy: Damage Management Training & Reference (e-Learning)

Reading list

Customer Care Excellence. Sarah Cook: ISBN 0-749-45066-5

Principles of Health & Safety at work. Allan St John Holt, IOSH: **ISBN-13:** 978-1138855151

Dampness in Buildings. T.A. Oxley and E.G. Gobert: **ISBN-13:** 978-0750620598

Standard for the repair of buildings following flooding. CIRIA C623: ISBN 0-86017-623-1

Restorative Drying. Dri-eaz: ISBN 0-9776701-0-4

Flooding and Historic Buildings – Technical Advice Note, (*English Heritage*)

Periodicals / Magazines

The Standard (BDMA Quarterly Magazine)

Websites

Financial Conduct Authority (FCA): <https://www.fca.org.uk/> - FCA Handbook, Treating Customers Fairly (use search facility on FCA website)

Chartered Institute of Environmental Health – www.cieh.org

Chartered Insurance Institute – www.cii.co.uk

British Institute of Cleaning Science – www.bics.org.uk